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|  | **Procedure for Complaints**  **QA\_PR\_7.5\_01**  **Issue No: 02**  **Issue Date: 2022-12-30** | **Import/Export Inspection**  **Scheme**  **Quality Assurance Division** | **Prepared by: DD** |
| **Reviewed by: D(QA)** |
| **Approved by: D(QA)** |
| **Issued by: SM** |

1. **Objective**

To ensure that the complaints are handled and resolved in an effective and efficient manner.

1. **SCOPE**

This procedure is applicable for the handling of any type of complaints (eg. complaints by applicant or by consumers) received by the IB

**3 RESPONSIBILITY:**

D(QA), SM, Technical Managers /SDDs are responsible for implementation of this procedure

**4 PROCEDURE**

**4.1** Complaints made in any form (e.g. fax, telephone, letter, e-mail, verbally etc.) should be recorded in the Complaints Record Form (QA\_FM\_7.5\_01) by receiving officer and forwarded to the SM through D(QA).

**4.2** The receipt of the complaint shall be confirmed to the complainant using Complaints Acknowledgment Form (QA\_FM\_7.5\_02) if possible and the time frame for a written answer shall be indicated.

**4.3** The complaint shall be discussed by the SM and the TM /D(QA) and in case the complaint is due to internal nonconformity, initiates necessary immediate action(s) to correct the complaining situation.

**4.4** The SM and the TM will decide about the eventual next steps. Corrective actions are taken to the root cause(s) identified through investigation to solve the nonconformities.

**4.5** D(QA) ensures that the corrective action(s) taken are adequate.

**4.6** Thewritten answer about the measures taken by the IB shall be given to the complainant.

**4.7** Records on complaints are maintain by the system manager and kept in complaint/ appeal record file.

**4.8 REFERANCE:**

Complaints Record Form (QA\_FM\_7.5\_01)

Complaints/Appeal Acknowledgment Form, QA\_FM\_7.5\_02

Corrective Action Form, QA\_FM\_8.7\_01

Complaints/ appeal Record file